

# NEWSLINE

## WE'RE MOVING!

The long-awaited WSO relocation is finally taking place. We signed a lease for our new offices, located in Chatsworth, California, on Monday 16 January and are now busy with planning and preparation.

We haven't yet set a firm date for the actual move, but it probably won't be before the annual meeting of the World Service Conference, traditionally held the final week in April.

We have contracted with a professional project manager to help us so that our move goes as smoothly as possible. The manager heads up a committee, the members of which are drawn from various teams at WSO. The team leaders' assistants have been included as have the safety officer and the shipping manager. The relocation committee is responsible for making decisions on the myriad details that go into relocating an office—everything from deciding whether or not to continue using the same PO box to making arrangements for the orderly transfer of computer, telephone, and other fragile equipment.

Part of the reason we won't be able to move before the beginning of May is that we must make some structural changes to the new building before we move in. The World Service Office has made do with poorly arranged warehouse facilities, inadequate storage, and other inconveniences for a long time. Our new offices will be a great improvement; however, we must do some interior construction to accommodate our specific needs, and in anticipation of our needs for the next few years.

At this writing, we have identified more than one hundred individual tasks, which have been assigned to the members of the relocation committee. Members of the committee are busy fulfilling the tasks assigned them.

We expect that there will be some interruption to services, though we are making every effort to keep this to a minimum. All of our relocation plans are geared to ensuring that we continue to provide the same level of service to the March world services meeting, the annual World Service Conference, and, of course, to the fellowship. Please help us by planning your requests to WSO as far in advance as possible. For instance, if you need information for a regional or area meeting, please try to call as soon as you know you need the information. The same goes for literature orders; please don't wait until you

run out of literature before placing an order because our normal quick turnaround time in filling literature orders may be affected.

Questions about the relocation should be directed to George Hollahan or Anthony Edmondson.

## HOW TO USE THE VOICE-MAIL SYSTEM

We reported in the November *Newsline* that we would soon be going on-line with a voice-mail system, and sure enough, we did. Those of you who have called the World Service Office in recent weeks are aware that we have a few glitches to iron out; however, we think that our goal of returning calls in a more timely manner is being met. We are providing the following guide in order to help you reduce your time listening to voice-mail choices.

The first choice you are given is to proceed in English or Spanish. For English, press 1; for Spanish, press 2. *Important note: If you know the extension number for the person with whom you wish to speak, you must first dial 1, then wait until the recording tells you that you can dial the three-digit extension of your party.* If you do not have a touch-tone phone, please hold on; the operator will answer. You may also reach the operator at any time during any of the various recordings by pressing 0.

The next level of the voice mail asks you to choose from among four general areas of services provided by WSO. These are: order entry and accounting; fellowship services; world service boards, committees or the world convention; other services. If you are calling to place a literature order, check the status of a literature order or of

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